LISTENING AND RESPONDING

Reviewing messages
Review:
- New voice messages [1]
- Saved voice messages [1][2]
- New e-mail messages [2]
- Saved e-mail messages [2][2]
- New fax messages [3]
- Saved fax messages [3][2]
- Deletion pending messages [4]
- Administrative messages [9]

TIP: Use playback controls as desired (see reverse).

Forwarding a message
- At end of message [6]
- To forward message... [1]
- ...Without comment [1]
- ...With comment [2]
- When finished [4]
- Specify address
- When finished [#]
- After entering all addresses [#] [#]
- Send message [#]

Replying to a message
- At end of message [8][8]
- Reply to sender [8][1]
- Reply to all [8][2]
- Reply to sender with original [8][3]
- Reply to all with original [8][4]
- Record reply
- When finished [#] [#]

Replying by calling internal caller
- At end of message [8][8]

PRINTING A FAX OR E-MAIL

Printing a message after reviewing
At the end of the message, choose:
- To print to default fax number [2][1]
- To print to alternate fax number [2][2]
- To print from the fax machine [2][3]
you are using
- To send a fax to another recipient [2][4]

Printing messages before reviewing
Print:
- All new fax messages [8][1]
- A list of all messages in inbox [8][2]
- A list of all new messages in inbox [8][3]

Choose:
- To print to default fax number [1]
- To print to alternate fax number [2]
- To print from the fax machine [3]
you are using
- To send a fax to another recipient [4]

PERSONALIZING YOUR MAILBOX

Recording or changing prompts or greetings
1. Choose:
   - Personal greeting
   - Extended Absence greeting
   - Optional greetings
   - Prompt name
2. For optional greetings only, enter the greeting number [1-9]
3. If Multilingual Call Answer is enabled, select a language
4. If the prompt or greeting is already recorded:
   - Accept recording
   - Rerecord
   - Delete prompt or greeting

Using special features
To set:
- Find Me on or off
- Call Me on or off
- Caller requested notification on or off
- Automatic notification on or off
- Call screening
- Intercom paging

To review active options [#] [#]

Changing call handling
- Block all incoming calls [1]
- Activate optional greetings [4]
- Review current greeting rules [8]
- Delete all greeting rules [9]

Setting up rules for optional greetings
- Hear rule [0]
- Activate for internal calls to external calls to all calls (rotate) [1]
- Activate for busy to no answer to busy or no answer (rotate) [2]
- Activate for business hours to business hours to any time (rotate) [3]
- Delete current greeting rule [7]
- Accept greeting rule [6]

Setting a default fax number [4]
Enter the new telephone number
- Confirm [1]

Recording or changing announcements [5]
Enter the announcement number
- OR
  If announcement is already recorded:
  - Accept recording
  - Rerecord
  - Delete announcement [3]

Managing personal distribution lists [6]
- Create list
- Edit list
- Delete list
- Review active lists [4]

Setting up Personal Operator
- Change Personal Operator [7]
- Change Schedule [1]

Changing your password [9]
- Enter new password, followed by [#]
- Reenter new password, followed by [#]

RECORDING AND SENDING

Creating a new voice message
- Record message
- When finished [6]
- Enter destination address, followed by [#] [#]
- After entering all addresses [6][4]
- Specify delivery options (see below)
- Send

To cancel recording [’]
To spell name [4]

Delivery options
- Send immediately [6]
- Mark as priority/not priority [2]
- Mark for future delivery [4]
- Mark as private [5]

CALL ANSWERING

When answering Find Me, Call Me, or screened calls:
- To accept a call [1]
- To reject a call [1]
- To replay a Find Me or Call Me message [3]

SHORTCUTS

Bypass welcome greeting [4]

When reviewing messages, skip:
- From New to Saved to Deleted [8][4]
- To start of message [1][1]
- To end of message [3][3]

GENERAL TIPS

Pressed the wrong key?
To cancel or back up, press [’]

Go back to Main menu?
Press [*] repeatedly until you hear “Main menu…”

Exiting your mailbox
Return to the Main menu, and press [*] again, or hang up.

Want to hear the menu again?
While listening to a menu, press [0]

NOTE: Your system may not support all features. For more information, check with your system administrator.

Copyright © 2011, Avaya, Inc. All rights reserved. All trademarks identified by ® and ™ are registered trademarks or trademarks respectively of Avaya Inc. All other trademarks are the properties of their respective owners.

Disclaimer: Avaya is not responsible for any modifications, additions or deletions to the original published version of this documentation unless such modifications, additions or deletions were performed by Avaya. Customer and/or end user agrees to indemnify and hold harmless Avaya, Avaya’s agents, warrant and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation to the extent made by the customer or end user.

AVAYA

Aria® Telephone User Interface for Avaya Modular Messaging

QUICK REFERENCE GUIDE

AUGUST 2011
This quick reference guide provides step-by-step instructions on how to perform important tasks when using the Modular Messaging system through the Aria® telephone user interface (TUI).

**Note:** Depending on the way your system is set up, some features in this guide may not be available.

* Changes to next language only if your system supports multiple languages.

## About This Guide

Accessing your mailbox

From your office extension:
1. Call the system access number.
2. Enter your password followed by [*].

From someone else’s office extension or from outside of your office:
1. Call the system access number.
2. Do one of the following:
   - If you are prompted to enter the password for the extension from which you are calling, press [*] [#].
   - If you are prompted to enter the extension of the person you are calling, press [#].
3. Enter your mailbox number.
4. Enter your password followed by [#].

### Main Menu

<table>
<thead>
<tr>
<th>[1]</th>
<th>REVIEW MESSAGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>New messages</td>
<td>[1]</td>
</tr>
<tr>
<td>Saved messages</td>
<td>[2]</td>
</tr>
<tr>
<td>Deleted messages</td>
<td>[3]</td>
</tr>
</tbody>
</table>

### E-mail Messages

<table>
<thead>
<tr>
<th>[2]</th>
<th>SEND MESSAGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>New messages</td>
<td>[2]</td>
</tr>
<tr>
<td>Saved messages</td>
<td>[3]</td>
</tr>
<tr>
<td>Deleted messages</td>
<td>[4]</td>
</tr>
</tbody>
</table>

### Fax Messages

<table>
<thead>
<tr>
<th>[3]</th>
<th>SEARCH FOR SPECIFIC MESSAGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>New messages</td>
<td>[3]</td>
</tr>
<tr>
<td>Saved messages</td>
<td>[4]</td>
</tr>
<tr>
<td>Deleted messages</td>
<td>[5]</td>
</tr>
</tbody>
</table>

### Deletion PENDING Messages

<table>
<thead>
<tr>
<th>[4]</th>
<th>DELETE PENDING MESSAGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deletion pending messages</td>
<td>[4]</td>
</tr>
</tbody>
</table>

### Administrative Messages

<table>
<thead>
<tr>
<th>[5]</th>
<th>ADMINISTRATIVE MESSAGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative messages</td>
<td>[9]</td>
</tr>
</tbody>
</table>

### Print Messages

<table>
<thead>
<tr>
<th>[6]</th>
<th>PRINT MESSAGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print messages</td>
<td>[8]</td>
</tr>
</tbody>
</table>

### To record a message:

- At prompt, record message.
- To replay message, press [#].
- To pause message, press [2].
- When finished, press [#].

### Locating a message sent by a particular sender:

- If sender is on same system, enter address of sender, then press [#].
- To search for external callers, press [1] [#].
- Then spell name and select from list.

### Message Addressing Options

- Enter destination mailbox number, and then press [#].
- To spell recipient’s name using touchtone keys, first press then:
  - Spell full or partial name
  - Select name from list
  - To clear entry, press [*].
- To delete:
  - Last address entered, press [*].
  - The entire message, press [*] [#].
- When finished, press [#] [#].

### Prompts & Greetings

<table>
<thead>
<tr>
<th>[7]</th>
<th>PERSONAL CONFIGURATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greetings menu</td>
<td>[1]</td>
</tr>
<tr>
<td>Special Features menu</td>
<td>[2]</td>
</tr>
<tr>
<td>Change call handling</td>
<td>[3]</td>
</tr>
<tr>
<td>Default fax destination</td>
<td>[4]</td>
</tr>
<tr>
<td>Record announcements</td>
<td>[5]</td>
</tr>
<tr>
<td>Manage personal lists</td>
<td>[6]</td>
</tr>
<tr>
<td>Set Personal Operator</td>
<td>[7]</td>
</tr>
<tr>
<td>Change password</td>
<td>[9]</td>
</tr>
</tbody>
</table>

### Personal List Options

<table>
<thead>
<tr>
<th>[8]</th>
<th>SEND OPTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send immediately</td>
<td>[2]</td>
</tr>
<tr>
<td>Mark (toggle) urgent / low priority</td>
<td>[2]</td>
</tr>
<tr>
<td>Mark for future delivery</td>
<td>[4]</td>
</tr>
<tr>
<td>Mark as private</td>
<td>[5]</td>
</tr>
</tbody>
</table>

### Future Delivery Options

<table>
<thead>
<tr>
<th>[9]</th>
<th>FUTURE DELIVERY OPTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set date &amp; time</td>
<td>[1]</td>
</tr>
<tr>
<td>Set delay</td>
<td>[2]</td>
</tr>
</tbody>
</table>

### Notify Me Options

<table>
<thead>
<tr>
<th>[10]</th>
<th>NOTIFY ME OPTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable/Disable caller- requested notification</td>
<td>[1]</td>
</tr>
<tr>
<td>Automatic notification options</td>
<td>[2]</td>
</tr>
</tbody>
</table>

### Automatic Notification Options

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Disable automatic notification</td>
<td>[1]</td>
</tr>
<tr>
<td>Notify for urgent calls only</td>
<td>[3]</td>
</tr>
</tbody>
</table>

### Intercom Paging Options

<table>
<thead>
<tr>
<th>[12]</th>
<th>INTERCOM PAGING OPTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turn off paging</td>
<td>[1]</td>
</tr>
<tr>
<td>Turn on paging</td>
<td>[2]</td>
</tr>
<tr>
<td>Turn on automatic paging</td>
<td>[3]</td>
</tr>
</tbody>
</table>